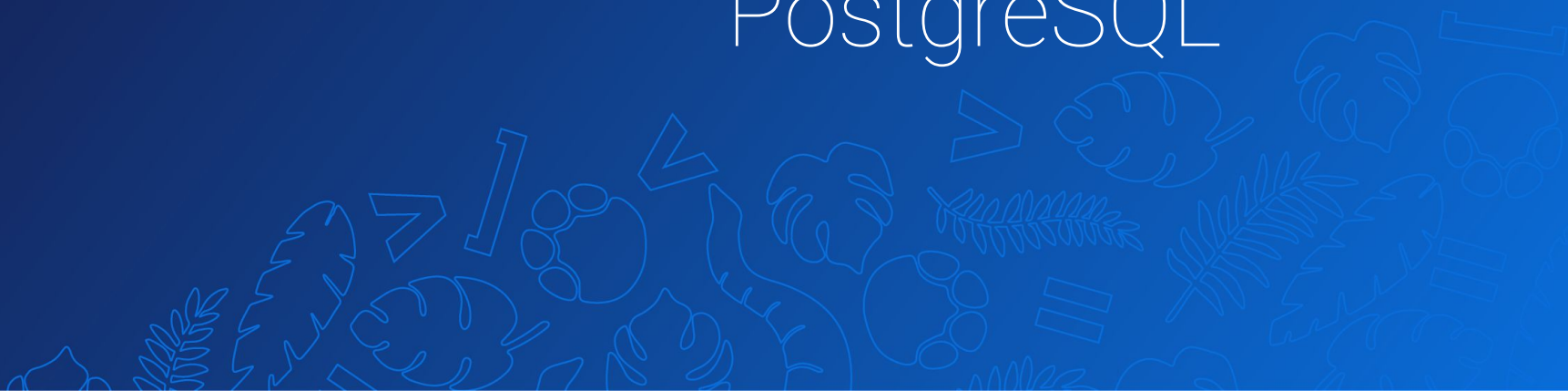




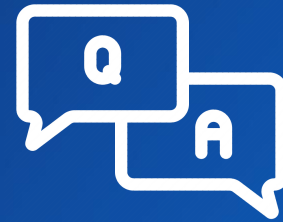
The Profitability Impact of Self-Supported PostgreSQL



Housekeeping



Slides and recording will be emailed
to you within 24 hours



Please enter you questions in the
Q&A chat box

Today's Speaker



Jamie Watt
SVP, Support Services

Agenda

- Your PostgreSQL story
- DI-Why: What matters to you?
- Support partner choices
- Making a decision about support

POLL

How would you describe where you are with Postgres?

1. Considering Postgres in the future, but early in experimentation
2. Actively using it as in proof-of-concept on our own
3. In one or more proofs-of-concept with a chosen partner
4. Actively using Postgres in production and self-supporting
5. In production for one or more applications with a chosen partner

DI-Why: Compelling Reasons for the DIY Journey

- **Low/No-risk use case**
 - Small-scale implementations for low-tier applications
 - Environments in which compliance and uptime are negligible
- **Built-by-User strategy**
 - Corporate mandate for in-house development on many/all applications
 - Open source ownership: Operating a custom fork or compilation for specialized needs
- **Capability vs. Cost**
 - Database technology needs are minimal with no compelling requirements for new features
 - All data is treated as point-in-time with no storage or scaled queries across persistent datasets

DI-Why Not: The Challenges of the DIY Journey

- **Modernization as a Distraction**
 - In-house experts may dilute team effort on the outcomes that matter
 - Custom-built = merges, testing, feature deviation
- **DBaaS (Database-as-a-Sunken-Cost)**
 - Technology investments may require greater database team spend in order to grow with business and product roadmaps
- **DIY = Self-Supported = Risk**
 - Questions and guidance are tried in the court of opinion, not answers
 - The burden of risk and revenue is yours alone

“Don’t wait until a crisis hits to get ready” Deloitte¹

Cumulative Cost of Downtime



Gartner estimates that on average, every *minute of downtime can cost a business \$5,600*, which quickly adds up to over \$300k per hour.²

¹ <https://www2.deloitte.com/ba/en/pages/risk/solutions/deloitte-center-for-crisis-management.html>

² <https://www.computerworld.com/article/3237726/what-cios-can-learn-in-the-wake-of-a-major-it-outage.html>

The Alternative: Expert Engagement

Consulting Partner or Platform Provider?

| | Consulting Partner | Platform Partner |
|-----------------|--|--|
| Risk | Risk is unpredictable <ul style="list-style-type: none">• 24x7 is per customer x daily risks• Compliance isn't a given | Resilient and scales <ul style="list-style-type: none">• Scales from development to 99.9999%• Capability and compliance by design |
| Approach | Project-oriented <ul style="list-style-type: none">• Project-capable• Team scale | Support focused with support processes <ul style="list-style-type: none">• Scalable model, globally-capable• Organizational scale |
| Software | Tourniquet to tactical <ul style="list-style-type: none">• Limited in break/fix and test validation• Symptom-driven | Open source as a product <ul style="list-style-type: none">• Community-strong, roadmap-oriented• Fixes symptoms & scaled cause |

PostgreSQL Platform Partner Support

Better People and Process

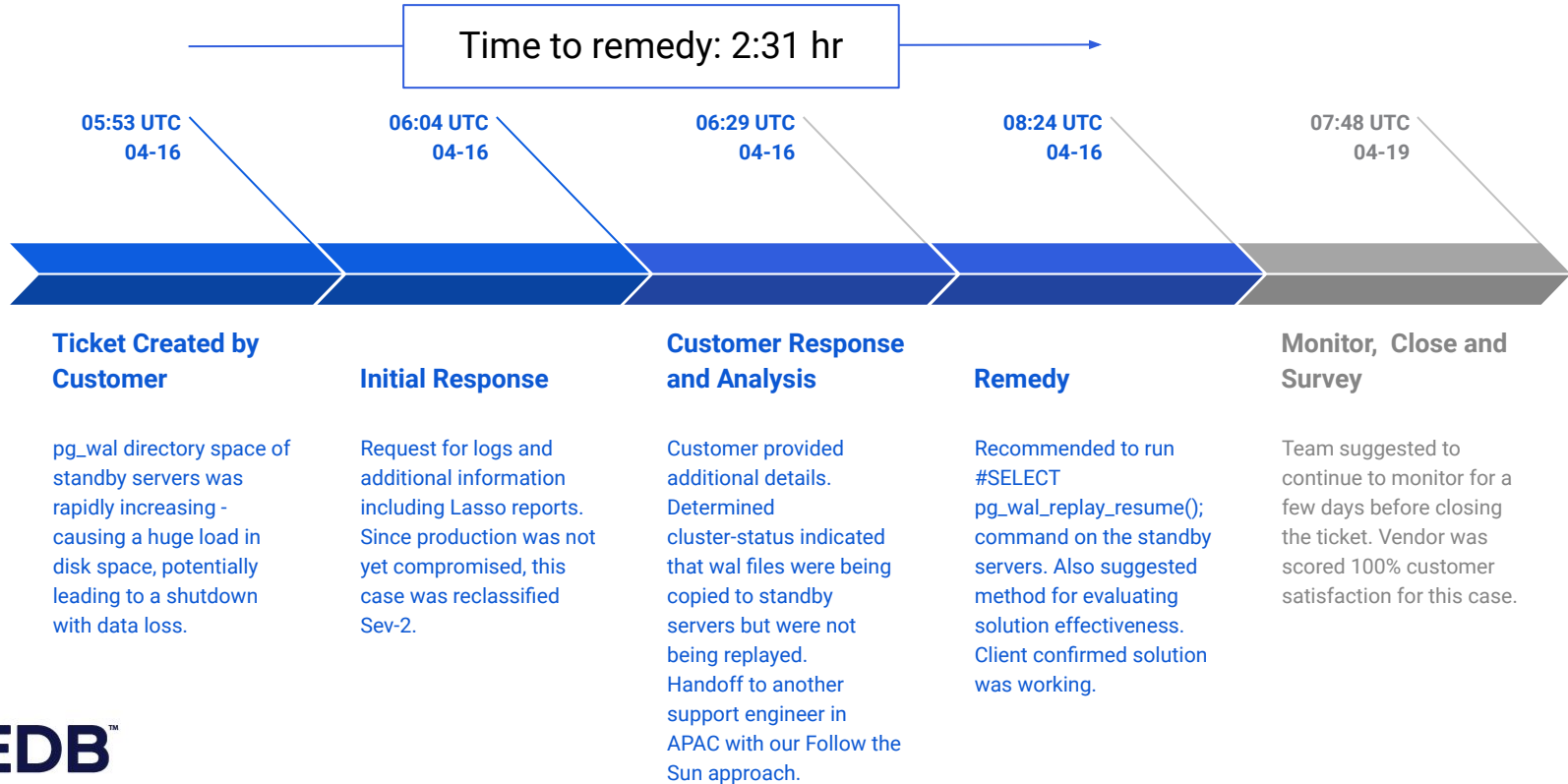
- Postgres experts
- 24x7 coverage
- Response and remedy SLOs
- Follow the sun approach
- Best practices and guidance

Better Outcomes

- Reduce risk
- Decrease downtime
- Reduce overhead
- Reallocation of resources

pg_wal directory of standby servers increasing rapidly

Petroleum and natural gas company: Case #92283 – Severity 1

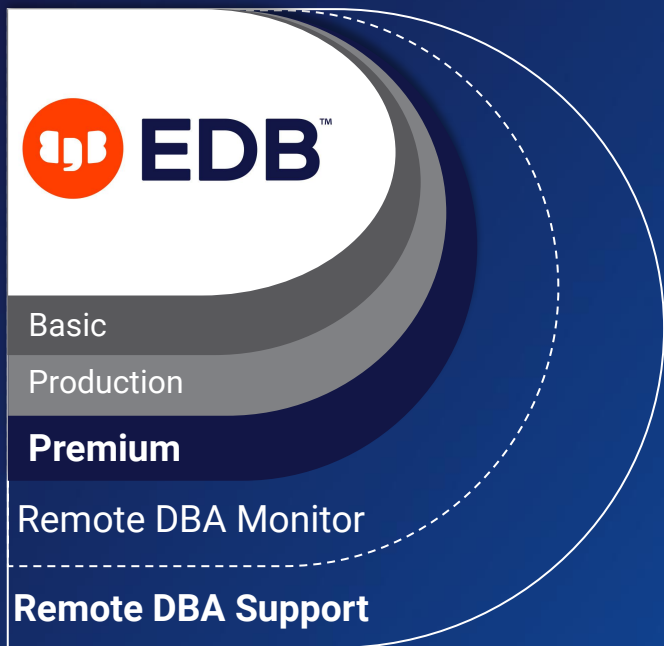


Where are you?

- Do you run business-critical applications on PostgreSQL?
- Does your organization have the skills/expertise?
- Do you have the resources/budget?
- Are strategic initiatives not being addressed?
- Do you have compliance requirements (SOX, FIPS, ISO, etc.) which require you to have or to disclose self-supported systems?
- What is the risk to your company in the event of a critical outage? (productivity, revenue, reputation, etc.)

EDB Support Services

Purpose-Fit for the journey.



2022 Stat Snap

96%
Customer
Satisfaction

7,653
Unique
Cases

569
Sev-1
Issues

738
Zoom
Engaged

300+
Postgres
Engineers

41
Postgres
Contributors

1500+
Customers
Globally

70+
Fortune
500

Select EDB Clients

BFSI

Technology

Telecom



Thank you

Q&A



Jamie Watt
SVP Support Services

Please enter your questions via the Q&A Chat Box

Participants will be emailed a copy of the presentation

For further information or questions please go to [Contact Us](mailto:contact@enterprisedb.com) at enterprisedb.com